KIRTAN PATEL

linkedin.com/in/kirtan-patel-4649771b1
1779 Quaker St, Northbridge, MA, 01534 | (609) 554 9516 | imkp004@gmail.com

PROFESSIONAL SUMMARY

- Over 2 years of experience in troubleshooting and conflict resolution in high-stress situations. Provides excellent customer support for in person and digital communications with clients while maintaining a focus on effective communications and organization by taking ownership of issues and following through to resolution, projects confidence and competence throughout stressful situations. Knowledgeable in operating systems (Windows/Linux/MAC), experience with software development, Microsoft applications, and excellent understanding of business operations and software implementation tools.

EDUCATION

- **Framingham State University**   Framingham, MA
  Bachelor of Science in Computer Science &   Anticipated Dec 2023
  Mathematics

- **Quinsigamond Community College (3.7 GPA)**   Worcester, MA
  Associate of Science in Computer Science   May 2022
  Minor in Mathematics

SKILLS & PROJECTS

Python Project – Artificial Intelligence Virtual Keyboard Development -
- Designed, developed, and tested virtual keyboard using OpenCV and Python in PyCharm Community platform.

Database Management System -
- Built a database management system for a bookstore. Designed an ER model and translated it into relational schema using SQL.

Programming Languages & Experience -
- Fluent with C, C++, Python. Familiar with MySQL, HTML5, CSS3, PHP, C#, and Java.
- Object Oriented Programming, Software development, and Information technology with more than 3 years of experience of computer technology.

PROFESSIONAL EXPERIENCE

Best Western Hotels IT Support   **Jan 2021 - Present**
- Responsible for taking care hotel business and computer system, answering any guest questions, recommending local attractions to guests, and answering any phone calls.
- Keep records of all guests stayed at hotel and manage to keep positive environment. Responsible for Computer/monitor/printer replacements and network jack activation. Collaborate with technology across the motel for all users, support users in entire motel.
- Replace device supplies as needed, recycle of unused surplus supplies and managing internal database and records to enhance accuracy and integrity of all documentation and data.
- Create technical support and knowledge-based tools to assist customers in identification of technical problems, and self-help resolution.